

Tuesdays with Tammy Nevada Libraries Forum
from
Nevada State Library, Archives and Public Records
10 a.m. - 11:00 a.m.
Tuesday
July 14, 2020

Notes

Attending: Tammy Westergard, Sulin Jones, Norma Fowler, Bruce Douglass, Betts Markle, NSLAPR; Walker MacKenzie, NSLAPR intern; Peggy Borgman, guest speaker; Joan Dalusung, Washoe County; Elizabeth Robinson, Humboldt County; Joy Gunn, Marcie Smedley, Henderson; Carol Lloyd, Churchill County; Diane Baker, Tod Colgrove, Carson City; Forrest Lewis, North Las Vegas; Kathy Brinkerhoff, Pershing County; Cyndi O, NV Library CoOp; Anna Brueher, Lyon Co. School District; Kathrine Ray, UNR Library; Maggie Farrell, UNLV; Nancy Schmidt, SCLL.



WHAT PEOPLE ARE THINKING RIGHT NOW



Strengths:

- Libraries are being proactive when involving reopening guidelines
- Libraries are a resource of knowledge regarding the digital divide in their communities.
- Libraries continue helping government on all levels to find solutions to internet access.
- Libraries are finding solutions that work for their communities and local circumstances
- Libraries can share experiences in digital and non-digital services during the pandemic.
- Libraries continue to adapt to ever changing situations and environment.



Struggles:

- Struggling to maintain services while keeping a safe work environment.
- Budget reductions during current FY and planning for cuts in next FY
- Digital inequity.



Opportunities

- Promoting Library services and value to the Legislature and public.
- Stronger bonds among Libraries and schools within their communities.
- Closing the digital divide in underserved areas
- Maintaining programming and services for our communities.



Trends

- Momentum building towards a seamless access of library online services by public school students, teachers, and families.
- Schools, State, Federal governments, and libraries, are finding ways to partner and work together
- Providing digital hardware and services to our communities.

Announcements:

- SCLL meeting 7/15/2020 at 10:00 a.m.
- Norma Fowler, Tod Colegrove, and Forrest Lewis will participate in an online panel meeting on 7/15/2020 at 10:00 a.m. with Senator Cortez-Masto to discuss the disparity and equity regarding Broadband access, the digital divide, libraries' role in education and workforce development, and how they are coping with demand in Nevada communities.
- Senator Cortez-Masto is supporting the Library Fund Stabilization Act which allocates 2 billion dollars for libraries.

Welcome – Tammy Westergard welcomes everyone to Tuesday's with Tammy and introduces today's guest.

Master the Guidelines of World Class Service – Peggy Wynne Borgman, Management Consultant and Hospitality Expert.

- When dealing with patrons, figuring out what a person's social style is the most useful tool you can possess.
- Do unto others as they do unto you (aka the golden rule) is considered good customer service but it is better to following the Platinum Rule: Do unto others as THEY would be done unto. Giving great service is a healing experience for both parties.
- There are three building blocks for World Class Service: The Roots, The Structure, and the Art.
- The Roots are the team members and the core values of the organization that we share. They guide great services by using: empathy, integrity, respect for one another, personal accountability, wanting to continually improve, wanting to grow, and possessing or developing a sense of humor.
- Good intentions are essential foundation for World Class Services, but need to build structures and systems to deliver consistently great services.
- The Structure are the best systems, protocols, and accountability of the organization. They consist of procedures, protocols, systems, roles and responsibilities.
- Structure should be reviewed when it gets in the way of the core values or roots or impedes the art part of World Class Service.
- The Art involves creativity and personalization of individual team members. Expectations must be met before exceeding them by providing above and beyond service, personalization, and FUN.
- World Class Service begins with internal customer service, how we treat one another, which is reflected in the external customer service we give.

Legislative Session Update July 14th 2020 – Tammy Westergard, Director, Nevada State Library Archives and Public Records:

- Legislature is still in special session.
- Nevada State Library Archives and Public Records (NSLAPR) is providing meeting space for Legislators and staff to use, if needed.
- Nevada Dept. of Administration is requiring a 14% budget reduction of every agency
- NSLAPR has submitted our recommendations for budget reductions which included salary savings and space consolidation. These were suggestions with the final decision made by the Administration Director. Space consolidation reduction wasn't consider due to Buildings and Grounds Division being unable to find tenants for available space.
- Budget Account 2891 for Fiscal Year 2021 was reduced \$136,885, which came from two categories:
 - a) Category 17 Bookmobile budget which was reduced by \$15,000.
 - b) Category 27 Collection Development which was reduced \$121,885. This leaves NSLAPR with a budget of \$203,341 in Collection Development which is similar to 2016 levels.
- Department of Administration budget cuts are strategic and other departments have experienced larger cuts

Library Check-In:

Joan Dalusung, SCLL- SCLL Meeting starts tomorrow at 10:00 and looking forward to it. NSLA will provide updates on statewide programs, Workforce Development, and Family Literacy. We will also look at the council's role in supporting libraries in the ever changing environment and reducing the digital divide in Nevada.

Forrest Lewis, North Las Vegas: We are meeting with Senator Cortez-Masto to discuss internet access equity and disparity. The digital divide exploded with the advent of COVID19 pandemic and lockdown. The senator and panel are looking for ways to increase internet access and equity for lower income families. Libraries and schools see the disparity firsthand. With unemployment getting worse, this is an opportunity to not only highlight the disparity of the digital divide, but also demonstrate the importance of libraries in providing workforce development, education, and internet access.

Tod Colegrove, Carson City Library: The library in conversations in working with the school district to provide internet access. The library is discussing with the city in providing internet access to all citizens using mesh attenas placed in government buildings to broadcast CIPA compliant wifi that all citizens can access.

Carol Lloyd, Churchill Library- The library is doing curbside service. Contact tracing revealed that a patron was positive for COVID19, which required self quarantining and testing of all staff, and a one day closure. The results for the rapid test were negative so we are back in business while awaiting the long term testing results. The public were understanding about the one day closing of the library. Churchill county has been supportive of its employees who get sick from COVID19 by setting up a fund to pay for their sick leave.

Marcie Smedley, Henderson Library- We are holding steady with our digital and curbside services. We are waiting to see what happens across the state before we make any changes. We had staff members who tested positive COVID19, but it didn't spread to their coworkers. This has given staff confidence that the safety protocols are working to protect them.

Katherine Ray, UNR Library- UNR opened last week to the public and we have 118 current classes, which means more people on campus. Being open for the summer is giving us a lot of useful information for the Fall. Parents want students to be safe, but also want students to have a “full college experience.”

Maggie Farrell, UNLV- We are in summer session 3 and everything is fully remote. We do have individuals working in the building in specific areas and with curbside delivery. The University is trying to have in person classes for the Fall. We are aiming for half online and half in person. Classes with more than 51 students will be online, which is down from 75 students. We are working on protocols for the Library to reopen. We will control access to the building by allowing only students, faculty, and staff to enter the building. We are also removing chairs and computers to encourage social distancing in the building.

Kathie Brinkerhoff, Pershing County- Doing curbside pickup and allowing computer use by appointment only. 12 positive cases of COVID19.